

MNCC: You Asked; We Listened

By Susan Celotto, Navy Personnel Command Public Affairs

MILLINGTON, Tennessee -- The Navy and MyNavy HR is transforming. One area of transformation specifically designed to help with our goal of delivering Sailor 2025 is the My Navy Career Center (MNCC), which opened in September 2018.

Since opening, the program has evolved and expanded to be able to help more people, be more efficient, and reduce the issue resolution time. This constant evolution has recently generated a new upgrade within the MNCC Contact Center: a new cell of professionals staffed by Personnel Specialists (PS) whose mission is to help Command Pay and Personnel Administrators (CPPA) deal with pay issues. This “pro-to-pro cell” was developed in direct response to feedback from Sailors throughout the fleet.

The MNCC tiered service concept originated in 2017 as pay and personnel services started to be centralized into Transaction Service Centers (TSC) in order to standardize processes, reduce errors, and increase the quality and timeliness of service to the Sailors. As functions were centralized and processes were improved, some of the work that used to be handled at a local Personnel Support Detachment (PSD) is now handled at a different location – transparent to the Sailor. MNCC was created to and provide responsive customer service to the Navy regardless of where the work is actually done.

MNCC offers three tiers of service. The self-service Tier Zero begins at MyNavy Portal (My.Navy.mil). Tier One is the MNCC Contact Center where customers can call 833-330-MNCC, e-mail askmncc@navy.mil, or chat 24/7 with one of almost 200 agents in the Contact Center in Millington, Tennessee, or at the satellite Contact Center in Little Creek, Virginia, which opened in September 2019 with 45 agents. The second contact center added increased capability and depth which is seamless to the Sailor as both can be reached through the same phone number and email address. At this level, agents can answer a wide variety of general inquiries and basic pay status updates. The final level of service is Tier Two, where a subject matter expert at a PSD, TSC or across the MyNavy HR enterprise is consulted to take action on especially challenging issues.

Contact Center agents are often able to answer many questions on the first call. However, when it comes to pay, the various issues are vast and often require Tier Two, issue-specific subject matter experts to be consulted. As part of the process improvements, lessons learned and feedback from the fleet indicated the original design had room for improvement.

“I started here when (the Contact Center) first opened,” said Tim Hunter, program analyst, MNCC Contact Center. “We had to send most of the pay questions up to Tier Two, which are the PSDs or TSCs. Within about a month, it was apparent we needed people specifically trained in pay-related questions so we didn’t have to send issues higher to be solved.”

A hotline for CPPAs was created in March 2019 and initially staffed with 10 of the best agents from the general floor who received training on pay issues that most often came into the call center. Though a step in the right direction, it became clear that the fleet needed more expertise to be available, so in November 2019 eight PS-rated Sailors were brought in to form the new CPPA Pro-to-Pro cell.

“This cell has really made a difference just in the first week. The number of first call resolutions has gone up and the amount of positive feedback and responses that we have received has been phenomenal,” Hunter said. There are even more changes for Contact Center on the horizon. “We have really improved and that is going to

Sailor to Sailor Newsletter

Dec 2019

continue. If you tried the MNCC Contact Center system before, you should really try it out again. I know that you will be pleasantly surprised. The bottom line is that you asked and we listened.”